

## Enterprise Search Engine

### Product Summary

ITS hosts, manages, and operates an enterprise search engine product for the use of State web sites. State web administrators can add the search engine icon to their web pages to provide visitors the ability to perform either a general search or a site-specific search. In the general search, all State web pages are indexed, as well as other pages of interest from local and federal government sites. In the site-specific search, the agency can designate what sets of sites will be indexed. Search engine features include the ability to re-index ("crawl") at designated intervals, ranking of results by relevance, numerous options to refine searches, and more. There is no charge to agencies for this product.

### Product Features or Description of Services

Enterprise Search Engine Features	
Feature	Description
<b>General Search</b>	<ul style="list-style-type: none"> <li>Allows users to search all State of Utah sites and selected federal and local government sites.</li> </ul>
<b>Advanced, Boolean, and Parametric Search options</b>	<ul style="list-style-type: none"> <li>Allows users to refine queries to specific dates or databases, use Boolean expressions, change sorting options, and more.</li> </ul>
<b>Optional Site-specific Search</b>	<ul style="list-style-type: none"> <li>Allows agencies to have a search that only includes sets of sites they designate.</li> </ul>
<b>Optional Agency administration</b>	<ul style="list-style-type: none"> <li>Trained agency administrators can modify the pages indexed by the search engine</li> </ul>
<b>Relevance Criteria</b>	<ul style="list-style-type: none"> <li>The relevance of pages is determined by evaluating the title (60%), the content (20%) and any meta-tags (20%).</li> </ul>
<b>IQL Rules</b>	<ul style="list-style-type: none"> <li>IQL rules can be set up by the search engine administrator to define how the search engine will behave when certain query text is entered.</li> </ul>

### Product Benefits

Enterprise Search Engine Benefits
Provides a useful search tool to web visitors, with a common look and feel across all State of Utah sites.
Provides both a general search and the ability to tailor the search functionality where desired.
Maintenance, operation, and administration of the search engine is performed by ITS.

### Services Not Included with this Product

Services Not Included	
Feature	Explanation
<b>Statistical reporting</b>	<ul style="list-style-type: none"> <li>Reports on what users search for most often, number of searches performed by visitors from particular sites, etc, are not provided.</li> </ul>

## Related ITS Products

Related ITS Products	
Product	Description
<i>Web Design</i>	▪ ITS provides a wide variety of web design services.

## ITS Responsibilities

ITS Responsibilities
ITS will operate, monitor, and administer the enterprise search engine on a 24x7 basis, including regular indexing of content, upgrades to the operating system and other software that runs on the search engine servers, maintaining their configurations, and maintenance as required.
Search results will be prioritized by weighting various criteria. Non-standard prioritization may be possible in special cases. Contact ITS Operations or your ITS CRM for details on the specific weighting scheme used and to discuss and special needs.

## Customer Responsibilities

Customer Responsibilities
Customers are advised to notify ITS of new sites to be indexed. Due to the nature of the indexing function, some new sites may be indexed automatically, but some may not.

## Product Service Levels

Product Service Levels
The search engine product will be available 24x7. Should a problem occur, top priority will be given to restoring this service. In addition, the search engine servers will operate in the ITS Layer 4 switching environment, providing redundancy and failover capabilities.

## ITS Customer Support

ITS Customer Support
<b>Time to Initial Response</b> targets for submitted problems are two business hours for low and medium priorities, one clock hour for high priorities, and thirty clock minutes for urgent priorities.
<b>Total Time to Resolution</b> targets for problems are twelve business hours for low priorities, ten business hours for medium priorities, six clock hours for high priorities, and two clock hours for urgent priorities.
Performance against Initial Response and Resolution targets is measured regularly.
Customer satisfaction is measured regularly.
Service outages are analyzed to determine root causes and to indicate future preventative measures.

## System Requirements

**System Requirements**

The search engine is compatible with all web sites.

**Product Rate****Enterprise Search Engine Rate**

**There is no charge for this product.**

**Ordering the Product**

Ordering is done via a Remedy Change Request, available on the **its.utah.gov** web site. Select **Products and Services**, then **Enterprise Search Engine**. The order link can be found in the right panel. If you need further help, please contact your Customer Relationship Manager.

**Product Agreement**

ITS and the Customer agree that this Product Description together with an approved Product Order Form constitute a binding agreement between both parties for the Product and related services required by the Customer. This Agreement remains in effect according to the terms specified in the Product Order Form, or until canceled by either party upon a thirty (30) day written notice.

Product and/or Service Rates listed are in accordance with the approved ITS Rate Schedules. Therefore, the product description and order form replaces all other documentation, i.e., Contracts, Special Billing Agreements (SBA), Service Level Agreements (SLA), Memorandums of Understanding (MOU), etc.

To the extent that the terms set forth above conflict with an existing Contract, Special Billing Agreement (SBA), Service Level Agreements (SLA), Memorandums of Understanding (MOU), or other agreement between ITS and the customer, the parties acknowledge that the foregoing shall supercede the earlier agreement.